

Subject: Commercial list price vs GSA price

Date: Mon, 23 Aug 2004 08:55:29 -0700

From: Jon Venverloh [REDACTED]@google.com>

To: [REDACTED]

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[REDACTED]
Thanks for your time this morning. As we discussed, you may purchase the [REDACTED] either from Google under the commercial list price, or off the GSA schedule. Given the requests from the customer [REDACTED] and [REDACTED] starting back in November, we had determined that the commercial list price would enable Google to offer the customer the best service and value, despite the slightly higher commercial list price.

There are two main benefits we're delivering under the commercial list price that are not available under the GSA price:

1. 90 "Incidents" instead of 25. Under the GSA price, 25 support "Incidents" are included. [REDACTED] wanted more than that and had even included funding to procure additional ones, but additional support Incidents for -DIS Appliances are billed hourly at [REDACTED] hour (the Support Pack of 25 Incidents for [REDACTED] is only for Standard support, in which we can remotely access the Appliance to provide support; this is not applicable for -DIS support in which we may have to conduct onsite visits to resolve an Incident). Under the Commercial list price, we agreed to provide 90 incidents. This alone easily justifies the small price premium.

2. Negotiated terms. The customer asked for special terms related to support and other legal issues. For instance, we are providing support for 4 customer contacts instead of 2; we agreed to 30 days for destruction of failed or outdated hardware instead of 10, and so on. Additionally, many legal terms were negotiated. Under the GSA, we don't make any such changes.

As I also pointed out today, Google will honor the GSA price if you'd prefer to have the standard terms afforded under GSA purchases. However, we sincerely believe the customer is getting a much better value under the slightly higher commercial price.

Regards,

Jon Venverloh
Senior Manager

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